Job Aid

Bankcard Error Message Tips
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As a result of implementing a single data management or NSM structure, NASA is phasing out the use of Cost Center to represent Cost Pool funding for Program Year 2006. Cost Pools will now utilize a Project WBS Structure for Procurements for PY06 funds and forward.

P-Card Process	Error Message/Issue	Explanation/Answer
P-Card Access	Error Description: You are not using a valid browser. If you are not running a Windows operating system using Internet Explorer 6.0 or better, you need to access P-card via Citrix.	This message is received when a user attempts to access P-Card using a browser version not supported by the IFM software. This message will be received if the user is not running Internet Explorer 6.0 or if the user uses a MAC and does not attempt to access P Card via Citrix. To resolve this error message contact the Center IT Help Desk for instructions on how to install Internet Explorer 6.0 or for how to obtain Citrix access. Once Internet Explorer 6.0 has been installed the P-Card system can be accessed. MAC users will be required to access P Card via Citrix. Once a Citrix account has been established MAC users will be able to access P Card.
P-Card Access	Error Description: [Microsoft][ODBC driver for Oracle][Oracle]ORA-00922: missing or invalid option.	This message is received when a system user attempts to save a new password containing certain characters other than alpha and numeric. To avoid this error users

		should create new passwords containing only alpha and numerical characters.
P-Card Access	The following card has a bad default charge code (0000000000/0000000000/00000000000000) – CARDHOLDER NAME.	This message is received after a cardholder successfully logs into P-Card. This indicates that no charge code information setup in the Preferences or that charge code fields are inappropriately populated. Users are not required to enter any default charge code info into the Preferences. The message alerts users that they can either fill in charge code information in the Preferences or choose to ignore the message by clicking on the "Continue" button.
Create New Order	Error Code: 94 Error Description: Invalid use of Null.	This message is received after a cardholder has deleted all data from one or more required Charge Code fields in their Preferences. When the user attempt to create a new order log after having made these deletions the message referenced appears. The cardholder cannot create a new order log until their Preferences are updated to include some data in all required Charge Code fields. If the cardholder does not

		wish to establish a default charge code then a zero may be entered in each of the following fields: Fund, Fund Center, Cost Center, Internal Order, and W BS.
Enter Order Log Basic Data	Error Description: Promised Date is required.	Enter the current or a future date in the "Promised Date" field. The promised date should reflect the anticipated delivery date for the entire order.
Enter Order Log Basic Data	Error Description: Delete XXXXXXXXX from the Ref No: field.	This message appears when a cardholder enters data in the Reference No. field. The Reference No. field is a blocked field. No data can be entered in this field at this time. To resolve this issue delete all data including spaces from the field.
Enter Order Log Basic Data	Error Description: Delete from the Ref. No: field	When no text reference is indicated in this message it indicates that a space is present in the Ref. No: field. To resolve this issue tab to the Ref. No. field on the order log then backspace to delete the space. Attempt to save the order log again after the space (s) have been deleted.
Enter Order Log Charge Code Info	Code: K I265 Invalid Cost Center.	This message may be received when a Cost Center that is not a valid accounting element is entered. It may also appear if the Cost Center is made up of 6 solely

		num eric digits. Four leading zeroes will need to be entered in front of Cost Centers with 6 solely num eric characters. If the Cost Center num ber is already 10 digits long or the Cost Center is m ade up of both alpha and num eric characters, then the leading zeroes are not required.
Enter Order Log Charge Code Info	Code: EGATENACFCO002_EGATE_Action_EGATE - M aterial G roup <00000000> does not exist.	This m essage is received when one or m ore order log lines contains the default Category Code "Select One". To resolve this issue select a valid category code for all lines on the order log.
Enter Order Log Charge Code Info	Error Code: -1 Error Description: W ARNING ! Charge code (EXCX22006R /62AS40/62-494748) is incom plete. Either a required elem ent is m issing, or an elem ent that is not allowed is populated. Please correct and try again.	This m essage is received when one of the following issues exists: 1) An invalid com bination of funds is cited on a single order log line item (i.e., project and network funds), 2) A zero, a digit(s), or a space populates the Earm arked Item field. 3) A space precedes a charge code elem ent. To address this error m essage, verify that all charge code elem ents are valid and typed correctly, ensure that only one type of funding is being used on the line item , and check for spaces preceding any charge code elem ents. If spaces or zeroes are found

		delete them , enter the appropriate data if necessary then attempt to re-save the order log. Note that information related to the funding elements resulting in the error are reported in the error message
Enter Order Log Charge Code Info	ErrorDescription: Earmarked Item field must be blank. Delete Earmarked Item value from Line Item : X Accounting Item : X	This error message is received when an attempt is made to enter a new order log line item with values in the Earmarked Item field. Beginning October 2006 all reimbursable funds will require entry of a WBS element rather than an earmarked fund and line item . DO NOT ENTER ANY DATA IN THE EARMARKED . ITEM FIELD IN THE CHARGE CODE WINDOW .
Enter Order Log Charge Code Info	ErrorCode: -1 ErrorDescription: Code: BS007 "Material purchase requisition" is not allowed (ORD FC100807).	This message is received when an attempt to cite a "technically closed" Internal Order No. is made . To correct this issue use Internal Order No. FC 000000 for all non-aircraft related purchases or locate the appropriate aircraft related Internal Order No. if the purchase to be made is aircraft related.
Enter Order Log Charge Code Info	ErrorCode: -1 ErrorDescription: Code: EGATE Material Group XX is no longer valid for use.	An error message is returned when a category code is selected which is no longer available for use. To correct this issue select the next most descriptive

		category code for the service or supply being purchased.
Enter Order Log Line Item Information	Code: W 5069 Please also pass on a unit of measure for the quantity. Error Description: Unit of Measure is required on Line Item : X	This message appears when the UOM (unit of measure) field is left blank for any line item on the order log. Enter a valid upper case unit of measure for each line item of the order log. When canceling/deleting items from the order log DO NOT delete the unit of measure.
Enter Order Log Line Item Information	Code: EGATE Negative quantity or unit price is not allowed. Error Description: Quantity cannot be negative on Line Item : X	Negative values cannot be entered on the order log. Correct negative values entered to positive values or appropriately reduce the unit price of an existing line item to reflect the correct value of the order.
Enter Order Log Line Item Information	Error Code: -1 Error Description: At least one of your item descriptions appears empty. You must provide a description for all lines before you can continue.	This message is received when the Item Description field of one or more order lines has been left blank or if a space precedes the data in the Item Description field. Ensure that data has been entered in the Item Description field for each line item on the order log, including line items that have been deleted/canceled. Delete any spaces preceding data in the Item Description field.
Modify Order Log Default Deliver to Information	Error Code: -1 Error Description: Code: EGATENACFCO002_EGATE_Action_EGATE - Center ID not found verify Deliver_To_City. Error	This message is received when the City and State fields in the Deliver to

	Description: Center ID not found, verify Deliver_To_City: XXXXXXXX	Information section of the order log are is changed to something other than city and state identified with the Center where the cardholder is employed. The City and State fields should be corrected to the city and state information initally defaulted on the order log. Deliveries to destinations other than the Center should be addressed in the Addr2 field.
Modify Order Log	ErrorCode: -1 ErrorDescription: USER NAME currently has this order locked. Please try again later.	This error message is received when an order log is locked in the P-Card "Hold Table". Orders locked in the "Hold Table" are typically released from the table automatically within 12 hours of receiving the message. If an order log continues to return this error message after the 12 hour period has passed then a System Request (SR) should be entered requesting that the specific order log be removed from the P-Card "Hold Table".
Save Order Log	ErrorDescription: Not possible to delete a previously obligated line. Remove changes from Line Item : 3	This error message is received when an attempt to delete a line item that has been previously reconciled and obligated on a bankcard PO is made. To address this issue restore the quantity of the line

		item indicated in the error message to the original value. Order log lines which have been reconciled to a debit or credit transaction cannot be deleted.
Save Order Log	Error Description: Not possible to change amount on previously obligated line. Remove changes from Line Item : 4	This error message is received when an attempt to change the unit price of a line item that has been previously reconciled and obligated on a bankcard PO is made. To address this issue restore the unit price of the line item indicated in the error message to the original value. The unit price of order log line items which have been reconciled to a debit or credit transaction cannot be changed.
Save Order Log	Error Description: Not possible to change Category Code on previously saved Order Log.	This message is received when an attempt to change the Category Code on a previously saved line item is made. To address this issue return the category code on the appropriate line item to the value originally saved. If necessary, the line item can then be deleted and re-entered as a new line on the order log with the new category code.
Save Order Log	"Material purchase requisition" is not allowed (WBS 067903.01.09).	This error message is received when an attempt to cite a WBS element that has been technically closed is made.

		Contact your local Resource personnel to identify alternative funding that can be used in place of the WBS element reported in the error message.
Save Order Log	ErrorCode: -1 ErrorDescription: Code: WBS 067903.01.09 is not available for center XX.	This message is typically received when a typographical error in the WBS element results in an inadvertent attempt to use another Center's funds. To correct this issue carefully review the WBS element entered and make any necessary corrections. If no typographical error is found in the WBS element contact your local Resources personnel to verify the funding information.
Save Order Log	Sum of quantities >0 XXX< smaller than total quantity.	This error message is received when multiple charge codes are cited on a single order log line item and the funds are not distributed in a manner that is equal to the total value of the line item. This error message can be resolved by entering a percentage rather than an amount for each charge code. P-card will automatically calculate the value to be committed for each charge code based on the two digit percentage entered. Do not attempt to enter

		anything other than a whole percentage (i.e., 25% , 31% , 75% , etc.).
Save Order Log	Error Code: -1 Error Description: Code: EGATE SAP contains more line items for this PR . Add line items to this PR in BankCard.	This error message is received when a synchronization issues exist between the P-Card order log and the SAP bankcard PR . To resolve this error message view the SAP bankcard PR which corresponds to the P-Card order log. Add any line items reflected on the SAP PR that are not reflected in P-Card to the order log. Caution: Ensure that all data on the line items in SAP and P-Card is identical. Differences between the data in the two systems will result in a re-occurrence of this error message.
Save Order Log	Error Code: -1 Error Description: Code: W 5058 Data in REQUISITION_ITEM_OLD for item 00001 does not correspond to current database status	This message is received when information has been copied and pasted from a pre-formatted document into the Item Description field of one or more order log lines. This message may also be received when more than one space is left between words. Do not copy multiple fields from websites or Excel spreadsheets into the Item Description field. A System Request (SR) must be created for action by the Competency Center to resolve this issue.
Save Order Log	Error Code: -1	This message is

	ErrorDescription:Code:EGATE Inconsistent charge code information on Item 00001 (P).Type of funds (i.e.costpool,project,network,or earmarked funds) originally cited on this line item must continue to be used.	received when an attempt is made to change the charge code of a previously saved line item from the type of funding originally saved on the order log line item to a different type of funding. Changes to charge code information after the save of the order log line item cannot be made. Return to the order log and cancel changes or restore the charge code information to the data elements originally entered on the line item prior to the attempt to change the charge code elements and re-save the document. If it is necessary to completely change the charge code information on a previously saved order log line item, delete the line item by zeroing it out,then re-enter the line item with the appropriate accounting information.
Save Order Log	IPMP Initialize returned the following error when trying to connect to IPMP E*Way:notopen	This error message is received when the software interface that enables new order logs to be created and changes to be made to existing order logs is not functioning. Report receipt of this error message to your Center's IFM help desk immediately. An SR

		with a severity of 1 should be created when this error message is received.
Save Order Log	Error Code -1 Error Desc. IPMP wait for replay. Returned the following error: Operation Timed Out	This error message is received when the software interface that enables new order logs to be created and changes to be made to existing order logs is not functioning. Report receipt of this error message to your Center's IFM help desk immediately. An SR with a severity of 1 should be created when this error message is received.
Save Order Log	Error Description: Code: ME299 Not enough funds available to create/change purchase requisition.	This message is typically received when inadequate funds are available to make the purchase. On occasion, the message may be received when attempts are made to modify an order log created significantly in the past. Change the order date to the current date and attempt to re-save the order. If the message is received a second time contact the appropriate Resources person to validate charge code elements and funds availability.
Save Order Log	**Error Description: No funds center entered/derived in item 00000 (NASA/6100.3100/281945.02.29.01.65)**	This error message is returned when an invalid element has been entered in the Charge Code window. To correct this issue carefully review the Fund and

		WBS charge code elements entered and make any necessary corrections. If no typographical error is found contact your local Resources personnel to verify the funding information.
Save Order Log	ErrorCode: -1 ErrorDescription: Code: CJ021 WBS element <<>> does not exist.	This message is received when an invalid WBS element is entered in the WBS field on the Item Detail window. Verify that no typographical error has been made. If no error is found, contact the appropriate Resources person to validate charge code elements.
Save Order Log	ErrorCode: -1 ErrorDescription: Code: KO104 Invalid Order Number.	This message is received when a data entry error has been in the Internal Order number field. Correct or re-enter the Internal Order number charge code element. This number begins with "FC" and is typically followed by six numeric digits.
Save Order Log	ErrorCode: -1 ErrorDescription: Code: FI759 Invalid Fund.	This message is received when an invalid Fund element is entered in the Fund field on the Item Detail window. Verify that no typographical error has been made. If no error is found, contact the appropriate Resources person to validate charge code elements.

Save Order Log	ErrorCode: -1 Expiring funds (XXXXXXXX) are not authorized for use on bankcards at this time. Please use unexpiring funds. Check Line Item : 1 Accounting Item : 1	This message is received in the following situations: 1) An attempt is made to save a new order log citing an expired fund, 2) An attempt is made to increase the value of an existing line that cites expired funds, 3) An attempt is made to add a new line citing an expired fund to an existing order log. One of the following actions must be taken to address this error message. In the situation where attempts are made to add a new order log or to add an order log line citing expired funds the charge code must be modified to one that does not cite an expiring fund. In the situation where an attempt has been made to increase the value of an existing order log line citing and expiring fund the value of the line must be returned to its original value or reduced if appropriate. A new line citing a non-expiring fund should be created to address the increase in order value.
Save Order Log	ErrorCode: -1 ErrorDescription: Code: EGATE Changes in accounting data are not allowed. If a change is required, delete the existing PLI and create a new PLI with the correct funding elements.	This message is received when an attempt is made to change one or more charge code elements (i.e., Fund, Network, Earmarked Item, WBS, Cost

		Center, Category Code, etc.) on any previously saved order log line item. To address this message either restore the values of the charge code window to those originally saved or cancel all changes on the order log.